IN THE CLAIMS

     1. through 19. (Canceled).

     20. (Currently amended) A <u>computer implemented</u> method of managing escalation of a process associated with an enterprise, the method comprising the steps of:

     obtaining a request <u>in a message in a predefined format</u> from a<u>n</u> <u>enterprise</u> process associated with an enterprise, the <u>enterprise</u> process having one or more tasks associated therewith<u>, wherein the enterprise process is associated with an enterprise activity which requires a collaboration of a plurality of enterprise entities for completion</u>;

     decomposing the one or more tasks associated with the <u>enterprise</u> process into one or more subtasks<u>, the decomposing being in accordance with one or more escalation policies, the one or more escalation policies identifying at least one decision maker of the enterprise activity</u>;

     mapping the one or more subtasks to one or more roles;

     allocating one or more available resources for the one or more roles;

     launching at least one communication session such that data associated with the <u>enterprise</u> process is transferable to the one or more allocated resources;

     adding annotation to the one or more subtasks such that at least a portion of the annotation may be transferred to the one or more allocated resources;

     obtaining one or more responses from the one or more resources;

     selecting an action to perform, wherein the action is selected from actions comprising launching a new communication session based on at least a portion of the one or more responses from the one or more allocated resources or a task management policy, reallocating one or more new resources, aggregating the one or more responses from the one or more allocated resources, and providing a response to the <u>enterprise</u> process; and

     performing the selected action;

     wherein one or more individuals are associated with the one or more roles, and the one or more resources comprise one or more computing devices.

21. (Currently amended) Apparatus for managing escalation of a process associated with an enterprise, the apparatus comprising:

a memory; and

at least one processor coupled to the memory and operative to:

obtain a request <u>in a message in a predefined format</u> from a<u>n</u> <u>enterprise</u> process associated with an enterprise, the <u>enterprise</u> process having one or more tasks associated therewith<u>, wherein the</u> <u>enterprise process is associated with an enterprise activity which requires a collaboration of a plurality</u> <u>of enterprise entities for completion</u>;

decompose the one or more tasks associated with the <u>enterprise</u> process into one or more subtasks<u>, the decomposing being in accordance with one or more escalation policies, the one or more</u> <u>escalation policies identifying at least one decision maker of the enterprise activity</u>;

map the one or more subtasks to one or more roles;

allocate one or more available resources for the one or more roles;

launch at least one communication session such that data associated with the <u>enterprise</u> process is transferable to the one or more allocated resources;

add annotation to the one or more subtasks such that at least a portion of the annotation may be transferred to the one or more allocated resources;

obtain one or more responses from the one or more resources;

select an action to perform, wherein the action is selected from actions comprising launching a new communication session based on at least a portion of the one or more responses from the one or more allocated resources or a task management policy, reallocating one or more new resources, aggregating the one or more responses from the one or more allocated resources, and providing a response to the <u>enterprise</u> process; and

perform the selected action;

wherein one or more individuals are associated with the one or more roles, and the one or more resources comprise one or more computing devices.

22. (Currently amended) An article of manufacture for managing escalation of a process

associated with an enterprise, comprising a computer readable storage medium containing one or more programs which when executed by a computer implement steps of:

obtaining a request in a message in a predefined format from an enterprise process associated with an enterprise, the enterprise process having one or more tasks associated therewith, wherein the enterprise process is associated with an enterprise activity which requires a collaboration of a plurality of enterprise entities for completion;

decomposing the one or more tasks associated with the enterprise process into one or more subtasks, the decomposing being in accordance with one or more escalation policies, the one or more escalation policies identifying at least one decision maker of the enterprise activity;

mapping the one or more subtasks to one or more roles;

allocating one or more available resources for the one or more roles;

launching at least one communication session such that data associated with the enterprise process is transferable to the one or more allocated resources;

adding annotation to the one or more subtasks such that at least a portion of the annotation may be transferred to the one or more allocated resources;

obtaining one or more responses from the one or more resources;

selecting an action to perform, wherein the action is selected from actions comprising launching a new communication session based on at least a portion of the one or more responses from the one or more allocated resources or a task management policy, reallocating one or more new resources, aggregating the one or more responses from the one or more allocated resources, and providing a response to the enterprise process; and

performing the selected action;

wherein one or more individuals are associated with the one or more roles, and the one or more resources comprise one or more computing devices.